

## Interview Panel Questions

Have you ever had a time in your work career where you would like to turn back the clock and do something over in a different way? What would you do differently and what did you learn from the original experience?

Have you ever had a time when you disagreed with your manager on taking some action. What was the situation and how did you handle it?

Have you ever worked with a peer who was particularly difficult to get along with. What was the situation and how did you handle it?

Describe a time when you maintained focus and intensity at work despite facing a setback. Describe the situation, how you handled the setback and the outcome.

Tell us about a situation where you had to quickly adjust to a change in your department or team priorities. How did this change affect you?

Describe the biggest work-related problem you recently faced. How did you handle it?

Describe a situation when you tried your hardest, but were unable to achieve your desired result. What did you do? Why were you unsuccessful?

Tell us about a time when you led the implementation of a significant initiative or business measure. What did you do to make that initiative or measure successful?

Give us an example of a time that you were able to get someone outside of your department/team to cooperate with you on an important project/assignment.

Describe a time when you had to use a different approach because your initial approach failed to persuade another.

Think of a time that you were relied upon to make an important decision. Describe the situation, your role, and what you did to make the decision.

Give us an example of when you had to make a decision about something that you would have preferred having more information about.

Tell us about a time when you made a bad decision. What was the result?

Tell us about a time you were faced with conflicting priorities. How did you determine what was the top priority?

Describe your experience leading a work group in readjusting priorities to respond to pressing and changing client demands.

Give us examples of how you monitor the satisfaction of your internal/external customers.

On occasion, we all wish that we could change how we interact with customers. Tell us about a customer interaction you wish you could change. What would you do differently?

Describe what skills or qualities are important for dealing effectively with customers. Give us an example of when you used these skills.

Tell us about a time when one of your customers was experiencing repeated problems with your service. What did you do to solve that customer's problem?

As the National Program Manager of the OSH program, who do you believe your customers are? Customers can be challenging at times. Describe one of the most stressful interactions you have had with an internal/external customer. What happened?

Give us an example of a time you were unsure what your internal/external customer wanted. How did you handle the situation?

Think of a time that you had to work through a problem with more than one colleague. Describe the situation, the approach you took and the outcome.

Describe a situation when you had to involve others to help solve a problem. What was the problem and how did they help?

Interacting with others can be challenging at times. Have you ever had any difficulty getting along with peers/team members at work? Give us an example. How did you handle it?

How would you describe what Occupational Safety and Health is to someone who had no idea at all about what it means?

Have you ever completed an annual OSH report to be sent to the DOL for your organization or agency?

Describe what you think Occupational Safety and Health should look like at an agency during a pandemic?

What do you like most about your current work environment?

Where do you see yourself in the next 5 years?

Describe your ability to work remotely and remain effective?

What type of system do you use to record and track OSH metrics? What metrics do you track? What types of reports do you create?

How would you determine the effectiveness of an OSH program?

What metrics would you use to review the program and make a determination?

What type of program structure and internal controls have you found to be effective?